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GLOBAL CONNECTION INC. OF AMERICA

Legal Department

5555 Oakbrook Parkway, Suite 620

Norcross, GA 30093

Direct Telephone: 678.741.6240

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Email: abriggs@globalconnectioninc.com



GLOBAL CONNECTION INC. OF AMERICA

January 18, 2010

Mr. David Lacoste
Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

Subject: Global Connection Inc. of America

F/K/A Global Connection of South Carolina, Inc.

4th Quarter Service Quality Report **2009**Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **December 31**, **2009** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,

Angela Briggs
Angela Briggs
Paralegal

/acb Enclosure

A Communications Company

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS 4th Quarter Results Oct, Nov, Dec 2009

	COMPANY NAME	ANY NAME Global Connection Inc. of America		
	QUARTER/YEAR	4th Quarter	/ 2009	
	Month:	October	<u>November</u>	<u>December</u>
Number of customer Access Lines		2,370	2,316	2,308
Trouble Report / Access Line (%)		4.09%	2.50%	2.60%
Customer Out of Service Clearing Times (%)		99%	99%	99%
New Installs Completed within 5 Days (%)		98%	98%	98%
Commitment Fulfilled (%)		100%	100%	100%
Comments / Explanations				
Person Making Report / Contact Information		issa Elkhoury		
		Phone (678) 741-6444		
		5555 Oakbrook Parkway, Ste. 620 Norcross, GA 30093		